

**Massachusetts Department of Public Health**  
**Office of Patient Protection**  
**Summary of Cases Received**  
**By Health Plan**  
**January – March 2008**

<b>AETNA</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>			<b>Open</b>
<b>Total Cases: 2</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan</b>	<b>Upheld</b>	<b>Overturned</b>	<b>Partially</b>	
<b>January -March 2008</b>				<b>did not meet</b>			<b>Overturned</b>	
				<b>Time Frame</b>				
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	2	2						
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions			Open
Total Cases: 47	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially	
January -March 2008				did not meet			Overturned	
				Time Frame				
Behavioral Health	14	1			6	5	1	1
Cosmetic/Reconstructive	6		1		3	1		1
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	3	2				1		
Experimental	12		1		4	3		4
Infertility Care	8	2			3			3
Inpatient	3		1			1		1
Outpatient	1							1
Pharmacy	0							
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>47</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>16</b>	<b>11</b>	<b>1</b>	<b>11</b>

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions			Open
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -March 2008				did not meet			Overtured	
				Time Frame				
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	1	1						
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	0							
Rehab Services	0							
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Fallon Community Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 7	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -March 2008				did not meet			Overtured	
				Time Frame				
Behavioral Health	0							1
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	1							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	1				1			1
Infertility Care	0							
Inpatient	0							
Outpatient	4	2	2					
Pharmacy	1							
Rehab Services	0							2
<b>Totals</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 12	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -March 2008				did not meet			Overtured
				Time Frame			
Behavioral Health	5	1				3	
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	1	1					
Experimental	0						
Infertility Care	1	1					
Inpatient	0						
Visual Services	0						
Outpatient	2	2					
Pharmacy	0						
Rehab Services	3	2	1				
<b>Totals</b>	<b>12</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

Open

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Health New England		Did not go to External Review			External Review Decisions			Open
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -March 2008				did not meet			Overtured	
				Time Frame				
Behavioral Health	0							
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	1	1						
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	0							
Pharmacy	1	1						
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Neighborhood Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -March 2008				did not meet			Overtured	
				Time Frame				
Behavioral Health	0							1
Cosmetic/Reconstructive	0							
Dental	0							
Diagnostic Services	0							
Durable Medical Equipment	0							
Emergency Care	0							
Excluded Services	0							
Experimental	0							
Infertility Care	0							
Inpatient	0							
Outpatient	1							
Pharmacy	0							1
Rehab Services	0							
Visual Services	0							
<b>Totals</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Tufts Health Plan		Did not go to External Review			External Review Decisions			Open
Total Cases: 15	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially	
January -March 2008				did not meet			Overtured	
				Time Frame				
Behavioral Health	3				2	1		1
Cosmetic/Reconstructive	1							
Dental	1					1		
Diagnostic Services	1				1			
Durable Medical Equipment	0							1
Emergency Care	0							
Excluded Services	0							
Experimental	2				1			
Infertility Care	3	2						1
Inpatient	1	1						3
Outpatient	1				1			
Pharmacy	1		1					
Rehab Services	1					1		
Visual Services	0							3
<b>Totals</b>	<b>15</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>0</b>	



United Health Care of New England		Did not go to External Review			External Review Decisions		
Total Cases: 3	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January -March 2008				did not meet			Overtured
				Time Frame			
Behavioral Health	2				2		
Cosmetic/Reconstructive	0						
Dental	0						
Diagnostic Services	0						
Durable Medical Equipment	0						
Emergency Care	0						
Excluded Services	0						
Experimental	0						
Infertility Care	0						
Inpatient	0						
Outpatient	0						
Pharmacy	1	1					
Rehab Services	0						
Visual Services	0						
<b>Totals</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

Open

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